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## Tyco SimplexGrinnell Receives Innovator of the Year Award

Tyco SimplexGrinnell Receives Innovator of the Year Award from Axeda  
for Advanced Internet-based Fire Alarm Solutions

*Connected Product Solutions Enabling the Company to Enhance Service Efficiency  
and Improve the Customer Experience*

WESTMINSTER, Massachusetts (August 27, 2014) – Tyco SimplexGrinnell, a Tyco business and longtime leader in fire and life safety, has received the Internet of Things (IoT) Innovator of the Year Award for 2014 from Axeda Corporation. The award recognizes the company for excellence in leveraging advanced Internet-connected technology to deliver smart eService fire alarm solutions that improve service delivery and provide significant value to customers.

The IoT Awards are the premier recognition program offered by Axeda, the leading cloud-based service and software for connecting, building and managing Internet of Things solutions. The Internet of Things is a cloud-based software platform that allows physical devices, such as fire alarm equipment in the case of Tyco SimplexGrinnell, to be accessed through the Internet. These connected products contain embedded technology that enables data to be turned into valuable information to optimize business processes and provide a higher level of customer service.

Tyco SimplexGrinnell was presented the award at the 2014 Connexion Conference – one of 12 Axeda customers and partners selected for excellence in innovative solution development, best practices in implementation and deployment, and ecosystem integration.

"Tyco SimplexGrinnell has brought a level of technology expertise and commitment to advancing customer solutions that is unparalleled and is a testament to their deep industry experience and breadth of capabilities," said Jeff Melvin, Executive Vice President of Worldwide Sales at Axeda. "It's a pleasure to congratulate Tyco SimplexGrinnell on achieving this Innovator of the Year recognition."

"Our IoT eService solutions are taking us forward in this technology age, enabling Tyco SimplexGrinnell to find smarter ways to drive business value and better serve our customers," said Dave Baer, Vice President of Strategy & Marketing. "Tyco SimplexGrinnell is proud to be recognized by Axeda for leveraging innovative IoT solutions to enhance protection, improve customer satisfaction, reduce life-cycle costs and provide more value. We look forward to continuing to partner with Axeda to expand and evolve our IoT solutions to meet the ever-changing needs and requirements in fire protection and life safety."

### Internet of Things Solutions at Tyco SimplexGrinnell

Tyco SimplexGrinnell is transforming its business and improving the customer experience by using the Axeda Platform to connect its advanced Simplex fire alarm control panels to the Internet. The resulting technology-enabled eService solutions include TrueInsight remote fire alarm system diagnostics and a mobile fire alarm system inspection solution.

TrueInsight Remote Service provides expert Tyco SimplexGrinnell technicians, based in the company's Service Resource Center in Westminister, Massachusetts, with a 24/7 electronic window into the status and operation of a customer's connected fire alarm system. The remote service technicians are automatically alerted to system issues. They then use their expertise and the fire panel diagnostics to identify the root cause of the issue and the parts required to facilitate a repair of the system – in one visit – by a local Tyco SimplexGrinnell technician. The remote service technicians can also identify upcoming predictive maintenance needs, such as smoke detectors that will soon need cleaning to prevent them from causing a system trouble or nuisance alarm. Customers with connected TrueInsight solutions from Tyco SimplexGrinnell gain an array of important benefits, including more uptime, fewer business disruptions, faster problem resolution, in-depth system operations data and lower life-cycle costs.

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Tyco SimplexGrinnell Launches New Website

Tyco SimplexGrinnell Receives Two 2014 ACE Awards

Tyco Westminister Helps Launch Global Corporate Social Responsibility Initiative

Enabling Efficiency and Flexibility for Architects and Engineers

Tyco SimplexGrinnell Showcases Solutions at NFPA Expo

Tyco SimplexGrinnell Completes Successful United Way Campaign to Improve Local Communities

Great Turn Out at 20th Annual Tyco - United Way Day of Caring

Tyco Westminister Employees Package Nearly 25,000 Meals for Area Food Pantries



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Tyco SimplexGrinnell is also leveraging the Axeda Platform to implement a mobile inspection solution that enables its technicians, while at a customer location, to access advanced Simplex fire alarm panels with a smartphone. This IoT technology solution can provide faster, more efficient inspections, less disruption for customers, improved inspection reporting, and better life-safety protection.

#### About Tyco SimplexGrinnell

Tyco SimplexGrinnell, a Tyco business, is a longtime leader in fire and life safety, with one million customers and over 200 years of combined history in the industry. Tyco SimplexGrinnell is advancing safety and security with a comprehensive array of fire alarm, fire sprinkler, fire suppression, emergency communications, integrated security, sound, and healthcare communications systems and services. Tyco SimplexGrinnell has 11,000 employees and serves customers through 150 company-owned offices in the United States and Canada. For more information, visit [www.tycosimplexgrinnell.com](http://www.tycosimplexgrinnell.com).

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## Tyco SimplexGrinnell Receives Two 2014 ACE Awards

Tyco SimplexGrinnell Receives Dual Industry Awards for Overall Customer Satisfaction and Outstanding Use of Customer Feedback

*Awards Highlight Outstanding Achievements in Customer, Employee and Partner Satisfaction and the Exceptional Use of Feedback*

WESTMINSTER, Massachusetts (July 21, 2014) – Tyco SimplexGrinnell, a longtime leader in fire and life safety, was selected by Confrimit to receive both the 2014 ACE (Achievement in Customer Excellence) Award and the 2014 ACE Award for Best Use of Feedback Solutions. The awards were presented at the annual Confrimit Community Conference held in Orlando, Florida.

Established in 2005, the ACE Awards distinguish and certify companies that demonstrate excellence in the rigorous application of feedback processes and outstanding performance measured by those processes. Tyco SimplexGrinnell, a six-time recipient of the ACE Award, was among 43 organizations recognized by Confrimit in 2014.

The 2014 ACE Award for Best Use of Feedback Solutions Award recognizes leading organizations that best use feedback solutions to drive positive business change, enhance processes, and increase Return on Investment. Tyco SimplexGrinnell earned honors for Best Use of Innovation in Customer or Employee Engagement for demonstrating the greatest innovation in the application of its feedback solution, in an effort to strengthen customer or employee engagement.

"We are truly honored to be recognized by Confrimit for our success in raising customer satisfaction," said Dave Baer, Vice President of Strategy & Marketing at Tyco SimplexGrinnell. "These prestigious awards offer meaningful validation of our passion to create a culture of service excellence by gaining better insights into our performance and uncovering potential areas for improvement."

Bob Chauvin, President of Tyco SimplexGrinnell said, "Given today's fiercely competitive business landscape, customer feedback is playing an increasingly important role in our efforts to grow our business, drive operational excellence, and be the preferred partner for our customers. While collecting and analyzing customer data is critically important, it's how you act on that feedback that really makes the difference. We strive every day to meet and exceed customer needs, while continually challenging ourselves to deliver the highest levels of protection and improve overall business performance."

"The winners of the 2014 Best Use of Feedback Solutions ACE Awards have all demonstrated that they are using feedback in a wide variety of ways to enhance business processes and improve the customer or employee experience," said Henning Hansen, President and CEO of Confrimit. "We're delighted to work with such innovative organizations, all of whom have shown their commitment to using feedback solutions as an important tool in driving positive business results."

In conjunction with the 2014 Confrimit ACE and Best Use of Feedback Solutions awards, Tyco SimplexGrinnell recently published its 2013 Customer Satisfaction Annual Report (CSAR). Now in its seventh year, the CSAR tracks the results of over 10,000 surveys of Tyco SimplexGrinnell customers following a service experience. The report provides insight into the how Tyco SimplexGrinnell has performed against a number of key metrics and widely-accepted standards, and the how the company is using the data and insights gained from more than 30,000

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customer comments to improve the quality, reliability and consistency of its service delivery. Visit [www.tycosimplexgrinnell.com](http://www.tycosimplexgrinnell.com) to download a copy of the 2013 CSAR.

#### About Tyco SimplexGrinnell

Tyco SimplexGrinnell is a longtime leader in fire and life safety, with one million customers and a history that dates back to the mid 1800s. Tyco SimplexGrinnell is advancing safety and security with a comprehensive array of fire alarm, fire sprinkler, fire suppression, emergency communications, integrated security, sound, and healthcare communications systems and services. Tyco SimplexGrinnell has 11,000 employees and serves customers through 150 company-owned offices in the United States and Canada.

#### About Confrimit

Confrimit is the world's leading SaaS vendor for multichannel Voice of the Customer, Employee Feedback, and Market Research applications. The company has offices in Oslo (headquarters), Chengdu, Cologne, Grimstad, London, Moscow, New York, San Francisco, Vancouver, and Yaroslavl. Confrimit's software is also distributed through partner resellers in Madrid, Milan, Salvador, Sydney, and Tokyo. Visit [www.confrimit.com](http://www.confrimit.com) for more information.

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